



Form 1349 (Modified)	Atty Docket No. NETAP012
Information Disclosure Statement By Applicant	Application No.: 09/853,360
(Use Several Sheets if Necessary)	Inventor Grindrod et al.
	Group <del>Unknown</del> 2121
	Filing Date 05/10/2001

### U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
	A						
	B						
	C						
	D						
	E						
	F						
	G						
	H						
	I						
	J						
	K						
	L						
	M						
	N						

### Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub-class	Translation	
							Yes	No
	O							
	P							

### Other Documents

Examiner Initial	No.	Author, Title, Date, Place (e.g. Journal) of Publication
	Q	<a href="http://www.remedy.com/shared/datasheets/pdfs/ActionRequestSystem.pdf">http://www.remedy.com/shared/datasheets/pdfs/ActionRequestSystem.pdf</a> (June 1, 2001)
	R	<a href="http://www.remedy.com/shared/datasheets/pdfs/Remedy_HelpDesk.pdf">http://www.remedy.com/shared/datasheets/pdfs/Remedy_HelpDesk.pdf</a> (June 1, 2001)
	S	
Examiner	Date Considered 11/12/03	

Examiner: Initial/citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.